

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services - Non-Residential

Demographics

		Total State Served ^a	Total Survey Returns ^b	CSTAR Women	CSTAR Women Alternative	CSTAR Child/Adolescent	CSTAR General	GTS Adult	GTS Child	Methadone
SEX	Male	64.5%	56.3%	6.3%	0.5%	70.5%	67.0%	80.3%	71.4%	54.7%
	Female	35.5%	43.7%	93.7%	99.5%	29.5%	33.0%	19.7%	28.6%	45.3%
RACE	White	68.3%	63.0%	55.0%	23.9%	76.2%	72.7%	65.5%	85.7%	61.0%
	Black	29.7%	31.5%	41.5%	69.9%	18.1%	22.7%	29.7%	0%	27.7%
	Hispanic	0.6%	1.6%	1.1%	2.3%	0.8%	1.1%	1.7%	0%	3.6%
	Native American	0.5%	1.5%	1.8%	2.8%	0.4%	1.4%	1.4%	0%	2.6%
	Pacific Islander	0.1%	0.1%	0%	0%	0.8%	0%	0%	0%	0%
	Other	0.7%	2.3%	0.7%	1.1%	3.8%	2.0%	1.8%	14.3%	5.1%
AGE			32.98	33.78	35.81	15.41	34.52	34.84	14.71	44.01
	0-17	10.0%	13.4%	0%	0%	98.9%	0.7%	0.1%	100.0%	0%
	18-49	83.6%	79.1%	97.1%	96.6%	1.1%	90.9%	92.3%	0%	73.8%
	50+	6.5%	7.5%	2.9%	3.4%	0%	8.4%	7.6%	0%	26.2%

^a The demographic statistics in the columns marked Total Served are based on the number of people served April 2001 according to DMH billing records.

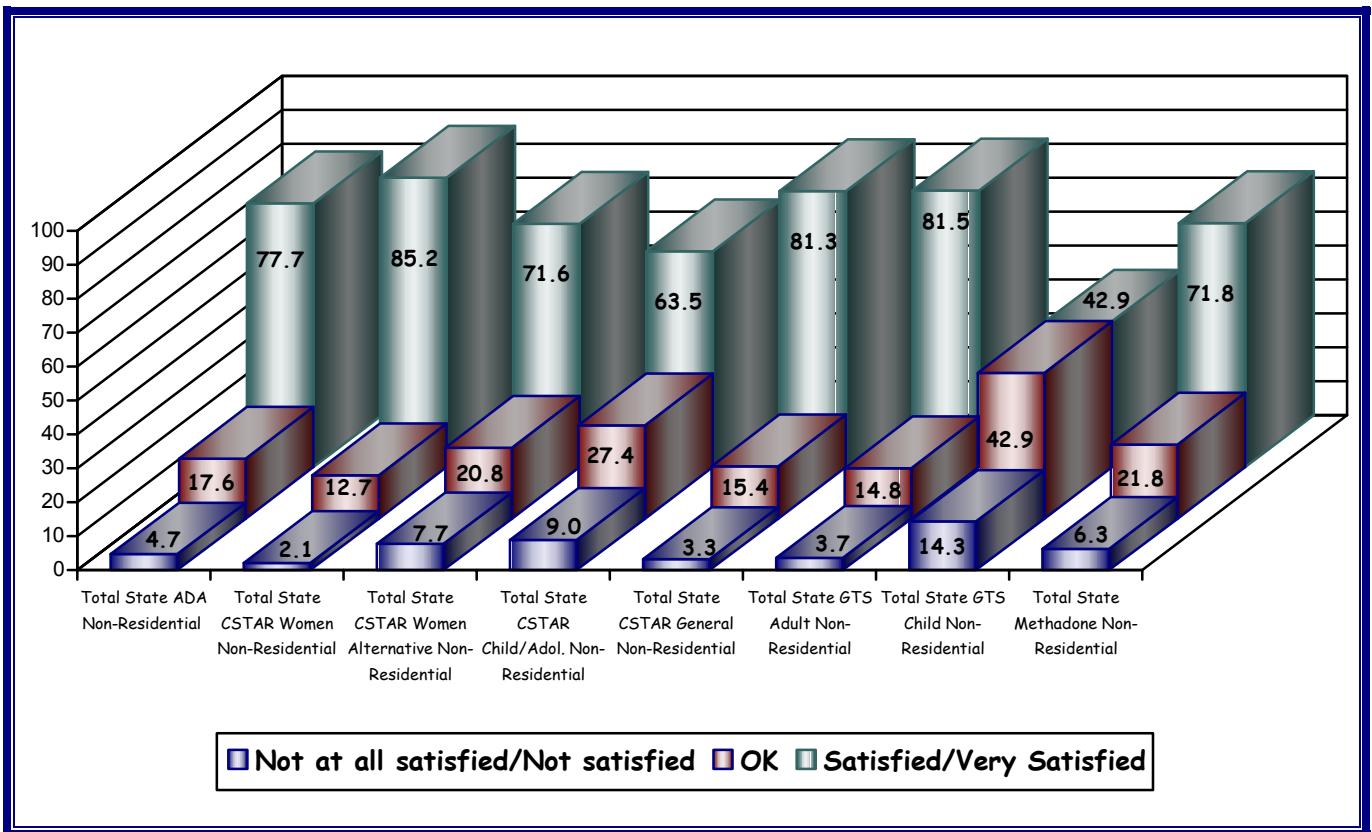
^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2001	Number Forms Returned	Percent of Served Returned
Total ADA Non-Residential	10712*	2132	19.9%
CSTAR Women/Children	1391	292	21.0%
CSTAR Women Alternative	309	186	60.2%
CSTAR Child/Adolescent	969	270	27.9%
CSTAR General	1694	463	27.3%
GTS Adult	6195	694	11.2%
GTS Children	99	7	7.1%
Methadone	845	220	26.0%
* Unduplicated Count			

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 77.7% of the consumers of the Division of Alcohol and Drug Abuse (ADA) Non-Residential programs who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The highest percent of consumers "satisfied" or "very satisfied" with services was in the CSTAR Women program (85.2%) and the lowest percent was in the GTS Child/Adolescent program (42.9%).

Satisfaction with Services: ADA Non-Residential

How satisfied are you . . .	Total State	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child/ Adolescent	Methadone
with the staff who serve you?	4.22 (2079)	4.39 (286)	4.13 (184)	3.92 (265)	4.25 (450)	4.31 (677)	2.86 (7)	4.10 (210)
with how much your staff know about how to get things done?	4.07 (2071)	4.20 (284)	4.02 (182)	3.74 (265)	4.12 (449)	4.20 (675)	2.86 (7)	3.89 (209)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.28 (283)	4.11 (184)	4.09 (265)	4.26 (449)	4.40 (677)	2.86 (7)	4.04 (210)
that your treatment plan has what you want in it?	4.09 (2063)	4.22 (282)	4.08 (182)	3.78 (267)	4.13 (447)	4.18 (672)	3.14 (7)	3.97 (206)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.28 (282)	4.04 (183)	3.76 (266)	4.22 (446)	4.25 (671)	2.86 (7)	3.98 (206)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.41 (274)	4.16 (183)	4.12 (265)	4.32 (438)	4.38 (665)	3.29 (7)	4.08 (203)
with the services that you receive?	4.19 (2072)	4.38 (284)	4.06 (183)	3.79 (266)	4.28 (449)	4.28 (677)	3.29 (7)	4.06 (206)
that services are provided in a timely manner?	4.03 (2079)	4.12 (286)	3.95 (181)	3.70 (265)	4.13 (451)	4.14 (679)	2.86 (7)	3.88 (210)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Non-Residential programs, reported that they were satisfied with the services they received. Most ratings were above a 4.00 ("satisfied").
- Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.29).
- Consumers were least satisfied with services being provided in a timely manner (mean of 4.03).

Satisfaction with Quality of Life

How satisfied are you . . .	Total State	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child/ Adolescent	Methadone
with how you spend your day?	3.73 (2065)	3.93 (281)	3.72 (181)	3.41 (266)	3.82 (450)	3.79 (675)	2.71 (7)	3.60 (202)
with where you live?	3.73 (2050)	3.87 (284)	3.71 (181)	3.63 (265)	3.72 (445)	3.75 (674)	3.43 (7)	3.70 (195)
with the amount of choices you have in your life?	3.61 (2072)	3.87 (283)	3.86 (182)	3.14 (263)	3.65 (448)	3.68 (677)	2.00 (7)	3.45 (211)
with the opportunities/chances you have to make friends?	3.80 (2063)	3.86 (284)	3.87 (181)	3.68 (264)	3.83 (442)	3.84 (678)	2.71 (7)	3.47 (208)
with your general health care?	3.71 (2036)	3.97 (283)	3.75 (182)	3.58 (238)	3.78 (446)	3.77 (675)	3.00 (5)	3.29 (207)
with what you do during your free time?	3.77 (2065)	3.84 (283)	3.91 (181)	3.69 (265)	3.70 (447)	3.85 (676)	3.71 (7)	3.42 (208)
How safe do you feel . . .								
in your home?	4.24 (2914)	4.26 (282)	4.28 (183)	4.40 (263)	4.28 (445)	4.35 (669)	4.14 (7)	4.09 (204)
in your neighborhood?	4.01 (2920)	3.94 (282)	3.84 (183)	4.23 (264)	4.09 (447)	4.11 (673)	3.29 (7)	3.81 (203)
<p>The first number represents a mean rating. Scale: (<i>How satisfied are you...</i>): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (<i>How safe do you feel...</i>): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the home (mean of 4.24) and least satisfied with the amount of choices they have in their life (mean of 3.61).

Satisfaction with Methadone Treatment

	Total Methadone Clinic Consumers
Has methadone treatment helped you reduce or stop your use of opiates?	1.91 (205)
Has methadone treatment made it easier for you to maintain employment?	1.69 (196)
Were the treatment staff respectful to you and responsive to your needs?	1.73 (206)
Do you feel that the level of medication you are receiving is adequate?	1.57 (204)
Would you refer a friend or family member to this program services?	1.79 (205)
Do you believe that methadone treatment is helping you succeed in the achievement of your goals in your personal, professional and family life?	1.82 (205)
The first number represents a mean rating. Scale: 0=No, 1=Unsure, 2=Yes. The number in parentheses represents the number responding to this item.	

Some of the key findings were:

- Statewide, the participants in the Division of Alcohol and Drug Abuse Methadone Programs somewhat agreed that their life has been improved because of the services they received. Mean ratings ranged from 1.57 to 1.91 (0=not satisfied, 1=unsure, 2=yes).
- The consumers were most satisfied that methadone treatment has helped them reduce or stop the use of opiates (mean of 1.91) and were least satisfied that the level of medication they are receiving is adequate (mean of 1.57).

Comparison by Gender in Non-Residential Settings

The analysis compared the responses of consumers to the satisfaction survey questions by gender. Eight items were significantly different. Females were more satisfied with what their treatment plan had in it, their services and its timeliness, and the choices in their lives. Males were more satisfied with how safe they felt in their home or agency and neighborhood.

How satisfied are you...	Sex		Significance
	Male	Female	
that your treatment plan has what you want on it?	4.06 (1024)	4.17 (792)	F(1,1814)=5.628, p=.018
with the services you receive?	4.17 (1027)	4.25 (798)	F(1,1823)=3.907, p=.048
that services are provided in a timely manner?	4.01 (1031)	4.11 (797)	F(1,1826)=4.324, p=.038
with the amount of choices you have in your life?	3.55 (1025)	3.73 (796)	F(1,1819)=11.275, p=.001
with how safe you feel in your home/agency?	4.38 (1021)	4.24 (788)	F(1,1807)=10.655, p=.001
with how safe you feel in your neighborhood?	4.16 (1026)	3.94 (790)	F(1,1814)=20.265, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in Non-Residential Setting

The analysis compared the responses of consumers with different racial and ethnic backgrounds to the satisfaction survey questions. Generally, Native Americans were more satisfied with services than consumers of other racial and ethnic backgrounds. Caucasians and Hispanics were more satisfied with how safe they felt in their home/agency and neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?	4.28 (1134)	4.18 (575)	4.16 (25)	4.42 (26)	3.89 (37)	F(4,1792)=2.860, p=.022
with how much your staff know how to get things done? (a)	4.12 (1127)	4.07 (574)	4.08 (25)	4.24 (25)	3.63 (38)	F(4,1784)=2.938, p=.020
with how staff keep things about you and your life confidential? (a,b,c)	4.33 (1127)	4.20 (577)	4.32 (25)	4.52 (25)	3.61 (38)	F(4,1787)=6.884, P<.001
that the treatment plan is being followed by those who assist you?	4.20 (1123)	4.11 (570)	4.16 (25)	4.27 (26)	3.74 (38)	F(4,1777)=2.880, p=.022
that the staff respect your cultural background? (a,b,c,d)	4.38 (1100)	4.24 (572)	4.17 (24)	4.69 (26)	3.76 (37)	F(4,1754)=7.868, P<.001
with the services you receive? (a,b,c)	4.27 (1131)	4.15 (573)	4.08 (25)	4.35 (26)	3.58 (38)	F(4,1788)=6.481, P<.001
that services are provided in a timely manner? (a)	4.12 (1136)	3.96 (573)	4.04 (24)	4.27 (26)	3.59 (37)	F(4,1791)=4.520, p=.001
with how safe you feel in your home/agency? (d)	4.38 (1129)	4.21 (563)	4.71 (24)	4.12 (26)	4.26 (35)	F(4,1772)=4.777, P=.001
with how safe you feel in your neighborhood? (d)	4.23 (1131)	3.79 (567)	4.20 (25)	3.77 (26)	3.91 (35)	F(4,1779)=18.217, P<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Other. (b) Interaction between Black and Other. (c) Interaction between Native American and Other. (d) Interaction between Black and White.</p>						

Comparison by Age in Non-Residential Settings

The analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Older adults were more satisfied with services and quality of life than the youth. Youth were more satisfied with how safe they felt in their home.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a,b)	3.90 (268)	4.29 (1437)	4.35 (100)	F(2,1802)=22.300, p<.001
with how much your staff know how to get things done? (a,b)	3.72 (268)	4.16 (1430)	4.27 (100)	F(2,1795)=28.128, p<.001
with how much your staff keeps things about you and your life confidential. (a,b)	4.07 (268)	4.31 (1433)	4.43 (100)	F(2,1798)=8.356, p<.001
that your treatment plan has what you want on it? (a,b)	3.77 (270)	4.17 (1423)	4.26 (100)	F(2,1790)=22.087, p<.001
that the treatment plan is being followed by those who assist you? (a,b)	3.75 (269)	4.22 (1421)	4.36 (101)	F(2,1788)=32.657, p<.001
that the agency staff respect your ethnic and cultural background? (a,b)	4.10 (268)	4.34 (1402)	4.54 (100)	F(2,1767)=12.076, p<.001
with the services you receive? (a,b)	3.79 (269)	4.28 (1432)	4.44 (101)	F(2,1799)=36.829, p<.001
that services are provided in a timely manner? (a,b)	3.69 (268)	4.11 (1436)	4.24 (101)	F(2,1802)=21.487, p<.001
with how you spend your day? (a,b)	3.39 (269)	3.81 (1432)	3.83 (99)	F(2,1797)=19.841, p<.001
with the amount of choices you have? (a,b)	3.12 (266)	3.72 (1432)	3.74 (100)	F(2,1795)=33.241, p<.001
with the opportunities/chances you have to make friends? (a,b)	3.64 (267)	3.85 (1424)	4.01 (101)	F(2,1789)=6.680, p<.001
with your general health care? (a)	3.56 (239)	3.79 (1428)	3.66 (99)	F(2,1763)=5.178, p=.006
with how safe you feel in your home/agency? (b)	4.39 (266)	4.32 (1423)	4.11 (98)	F(2,1784)=3.119, P=.044
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+.</p>				

Comparison by Current Living Situation

The analysis compared the responses of consumers by their current living situation. Those who lived independently were generally the most satisfied with services. Individuals who lived in independent settings were also more satisfied with quality of life items in general. Those who lived with their biological parents were most satisfied with where they lived and how safe they felt in their home.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a,b)	4.32 (1194)	4.26 (74)	4.01 (129)	4.16 (75)	3.97 (181)	4.11 (157)	F(5,1804)=7.915, P<.001
with how much your staff know how to get things done? (b)	4.19 (1189)	4.12 (74)	3.96 (128)	4.12 (74)	3.77 (181)	3.94 (157)	F(5,1797)=8.500, P<.001
with how staff keep things about you and your life confidential?	4.35 (1189)	4.25 (75)	4.09 (128)	4.03 (74)	4.09 (181)	4.23 (158)	F(5,1799)=4.651, P<.001
that your treatment plan has what you want on it? (b)	4.17 (1185)	4.20 (74)	4.04 (128)	4.20 (74)	3.79 (183)	4.01 (155)	F(5,1793)=5.760, P<.001
that the treatment plan is being followed by those who assist you? (b,c,d,e)	4.26 (1180)	4.23 (74)	4.01 (127)	4.17 (75)	3.75 (182)	3.99 (157)	F(5,1789)=11.610, P<.001
that the staff respect your ethnic and cultural background? (a,b)	4.38 (1166)	4.32 (69)	4.05 (127)	4.31 (74)	4.13 (182)	4.30 (155)	F(5,1767)=5.630, P<.001
with the services you receive? (b,e)	4.30 (1192)	4.33 (75)	4.06 (128)	4.22 (74)	3.83 (183)	4.07 (157)	F(5,1803)=10.229, P<.001
that services are provided in a timely manner? (a,b)	4.16 (1194)	4.12 (75)	3.83 (129)	4.00 (74)	3.70 (181)	3.92 (157)	F(5,1804)=9.258, p<.001
with how you spend your day? (a,b)	3.82 (1193)	3.76 (75)	3.44 (128)	3.79 (73)	3.50 (182)	3.63 (155)	F(5,1800)=6.429, P<.001
with where you live? (a,b,c,d,f,g,h)	3.86 (1185)	3.61 (75)	3.34 (129)	3.00 (72)	3.88 (181)	3.31 (157)	F(5,1793)=16.975, P<.001
with the amount of choices you have? (b,c)	3.75 (1191)	3.56 (75)	3.52 (128)	3.57 (74)	3.27 (179)	3.33 (157)	F(5,1798)=8.670, P<.001
with opportunities you have to make friends? (a)	3.91 (1189)	3.93 (73)	3.58 (128)	3.78 (73)	3.75 (180)	3.64 (155)	F(5,1792)=4.419, P=.001
with what you do in your free time? (a)	3.87 (1187)	3.79 (75)	3.45 (128)	3.77 (73)	3.82 (182)	3.63 (155)	F(5,1794)=4.687, P<.001
with how safe you feel in your home/agency? (a,d,f,g,i,j)	4.41 (1196)	4.23 (75)	3.89 (123)	3.50 (62)	4.49 (181)	4.18 (154)	F(5,1785)=20.106, P<.001
with how safe you feel in your neighborhood? (a,d,f,g,i,j)	4.19 (1197)	3.84 (75)	3.61 (125)	3.16 (67)	4.25 (181)	3.92 (153)	F(5,1792)=20.913, P<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and RTF.
- (b) Interaction between Independent and Biological Parents.
- (c) Interaction between Independent and Other.
- (d) Interaction between Homeless and Biological Parents.
- (e) Interaction between Group Home and Biological Parents.
- (f) Interaction between Independent and Homeless.
- (g) Interaction between RTE and Biological Parents.
- (h) Interaction between Biological Parents and Other.
- (i) Interaction between Group Home and Homeless.
- (j) Interaction between Homeless and Other.

Comparison by Whether Resided in Residential Treatment

The analysis compared the responses of consumers by whether the individual had lived in a residential treatment facility during the past year. There were four significant items. Consumers who had not lived in a residential treatment facility were more satisfied with where they live, with the amount of choices they have in their life, with their general health care, and with what they do in their free time.

How satisfied are you...	Residential	Non-Residential	Significance
with where you live?	3.64 (641)	3.78 (1157)	F(1,1796)=6.073, p=.014
with the amount of choices you have in your life?	3.51 (644)	3.70 (1158)	F(1,1800)=11.391, p=.001
with your general health care?	3.66 (630)	3.81 (1141)	F(1,1769)=7.853, p=.005
with what you do in your free time?	3.73 (638)	3.86 (1160)	F(1,1796)=5.910, p=.015
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison Across Programs

A comparison was made across the different residential and non-residential programs. In general the Methadone program received the lowest ratings for satisfaction with services; GTS Adult and CSTAR Women and Children programs the highest. Significant differences were found with eight items. The CSTAR Child/Adolescent program had the lowest mean ratings for how they spent their day, the amount of choices in their life, the opportunity to make friends, their general health care, and what they did in their free time. This group had the highest mean rating on how safe they felt in their neighborhood. (The CSTAR Alternative Women/Children program had the highest rating on feeling safe in the home.)

How satisfied are you...	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	Methadone	Significance
with the staff who serve you? (a,b,c,e,f,g)	4.34 (400)	3.99 (70)	3.92 (265)	4.25 (450)	4.31 (677)	2.86 (7)	F(5,1863)=13.457, p<.001
with how much your staff know how to get things done?(a,b,c,e,f,g)	4.15 (397)	3.99 (69)	3.74 (265)	4.12 (449)	4.20 (675)	2.86 (7)	F(5,1856)=13.187, p<.001
with how staff keep things about you and your life confidential? (b,d,e,f,g)	4.24 (397)	4.03 (70)	4.09 (265)	4.26 (449)	4.40 (677)	2.86 (7)	F(5,1859)=8.303, p<.001
that your treatment plan has what you want on it? (a,c,f)	4.20 (396)	3.97 (68)	3.78 (267)	4.13 (447)	4.18 (672)	3.14 (7)	F(5,1851)=9.726, p<.001
that the treatment plan is being followed by those who assist you?(a,b,c,e,f,g,h)	4.24 (396)	3.86 (69)	3.76 (266)	4.22 (446)	4.25 (671)	2.86 (7)	F(5,1849)=16.844, p<.001
that the agency staff respect your ethnic and cultural background? (a,f,h,i)	4.37 (388)	3.99 (69)	4.12 (265)	4.32 (438)	4.38 (665)	3.29 (7)	F(5,1826)=7.648, p<.001
with the services you receive? (a,c,f,i)	4.32 (398)	3.90 (69)	3.79 (266)	4.28 (449)	4.28 (677)	3.29 (7)	F(5,1860)=16.627, p<.001
that services are provided in a timely manner? (a,c,e,f,g)	4.09 (399)	3.85 (68)	3.70 (265)	4.13 (451)	4.14 (679)	2.86 (7)	F(5,1863)=10.674, p<.001
with how you spend your day?(a,c,f)	3.85 (396)	3.62 (69)	3.41 (266)	3.82 (450)	3.79 (675)	2.71 (7)	F(5,1857)=9.181, p<.001
with the amount of choices you have?(a,b,c,e,f,g,j,k)	3.85 (397)	3.94 (69)	3.14 (263)	3.65 (448)	3.68 (677)	2.00 (7)	F(5,1855)=17.307, p<.001
with the opportunities you have to make friends?	3.93 (394)	3.94 (70)	3.68 (264)	3.83 (442)	3.84 (678)	2.71 (7)	F(5,1849)=3.749, p=.002
with the general health care?	3.78 (395)	3.99 (70)	3.58 (238)	3.78 (446)	3.77 (675)	3.00 (5)	F(5,1823)=2.649, p=.022
with what you do in your free time?	3.88 (392)	4.14 (70)	3.69 (265)	3.70 (447)	3.85 (676)	3.71 (7)	F(5,1851)=3.376, p=.005
with how safe you feel in your home/ agency?	4.22 (395)	4.56 (70)	4.40 (263)	4.28 (445)	4.35 (669)	4.14 (7)	F(5,1843)=2.613, p=.023
with how safe you feel in your neighborhood? (a,l)	3.87 (395)	4.06 (70)	4.23 (264)	4.09 (447)	4.11 (673)	3.29 (7)	F(5,1850)=5.090, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent.
- (b) Interaction between CSTAR Women/Children and Methadone.
- (c) Interaction between CSTAR Child/Adolescent and CSTAR General.
- (d) Interaction between CSTAR Child/Adolescent and Methadone.
- (e) Interaction between CSTAR General and Methadone.
- (f) Interaction between CSTAR Child/Adolescent and GTS Adult.
- (g) Interaction between GTS Adult and Methadone.
- (h) Interaction between GTS Adult and CSTAR Alternative Women/Children.
- (i) Interaction between CSTAR Women/Children and CSTAR Alternative Women/Children.
- (j) Interaction between CSTAR Child Adolescent and CSTAR Alternative Women/Children.
- (k) Interaction between Methadone and CSTAR Alternative Women/Children.
- (l) Interaction between CSTAR Women/Children and GTS Adult.

ADA Non-Residential Subjective Responses

What Respondents like best About the Program

Benefits:

The participants in the Division of Alcohol and Drug Abuse programs reported many benefits. These benefits range from the treatment program and the people who assisted them to the follow-up program. The following is a summary of the comments made.

Staff:

The staff were reported as assisting the participants. *The counselors and CSWS people who talk to you.* The staff were seen as *friendly, knowledgeable and helpful.* They were also seen as interested in the *success and treatment* of the clients. One person mentioned the *age and experience and life experiences of most staff members.* The staff was seen as *willing to deal with a negative attitude.* They also were seen as *nice to me and when I talk they listen.* The clients were able to *ask questions about things that concern me.* The counselors were seen as being able to *ask the right questions to get to the problems.*

Therapeutic Support of Staff:

The staff were seen as being very supportive. *That I have been able to be honest about who I am, what I have done and not be judged.* The counselor was perceived as *knowing my needs and plants the seeds that I cultivate to improve my life.* Another noted that *the staff were very well versed in different ways to approach treatment groups.* *One on one counselors were open to me and provided individualized treatment to my needs.* *The fact I was treated as an individual, my addiction maybe the same as everyone else here, but my specific needs were met especially since I have a severe hearing deficit.*

Setting Goals:

Several respondents noted that the therapy helped them set goals for their lives. *It helped me set a plan of life.*

Handling Crises:

The staff was seen as being around to handle crises. *The staff is always around so if there is a problem it can be taken care of quickly.*

Confidentiality:

It is important that the counselors keep information about the clients confidential. *I can trust the people around me to listen to me and not to tell other people.* A similar response was, *The staff is trustworthy.*

Food:

The meals were cited as being a benefit. *I get a good meal here a day.*

Treatment Outcome:

There were some comments about the treatment outcomes for those that participated. For one person, it was *that I get help to have a better life*. Another simply stated *get clean*. Other similar statements. *I'm learning better coping skills and I feel more confident about myself*. Another positive outcome was *they're helping me achieve my goals and helping me in recovery and to start caring about myself*. Yet another *because it helps me learn more about the real me*.

For some, the treatment gave them a good way to cope with their addiction. *The ability to know how to deal with my addiction*. For another, *that it gives me the knowledge of my addiction, which in turn has helped me with my awareness of what to do and which direction to go due to it*.

There was one comment that summarized the positive effect of these programs: *I think that C-Star is very good. It has taught me a lot about myself and why not to do drugs and why they are harmful to us. I learned about denial. I was in denial big time. Have stuck by me and worked with this group and taught us new things to help us when we get out in the real world. So let C-Star be C-Star. It's a wonderful program and I know it can help people cause it helped me*.

Interaction with Others:

The interaction of others who are in the same situation was seen as very helpful. *Fellowship with peers, sharing experiences, learning*.

Activities:

The activities, outside of the therapy sessions, were seen as beneficial. *We don't just sit in groups all day ... we go camping and hiking and exercising*. Another noted *the outdoor stuff we get to do*. Yet another *camping and expedition*.

Personal Attention:

Several of the respondents noted the *personal attention* that they received and the *concern for the future and sobriety* of the client. The counselors seem to *understand what I'm [the client] is going through*.

Educational Programs:

Some of the educational activities of the treatment centers were cited *the lessons*. Another *liked what I was given to learn*.

Follow-Up Program:

The follow-up program was cited as a benefit. *I am happy that there is a follow-up program from my residential treatment. It helps with support of my continue abstinence to drugs and teaches me how to handle each situation as it comes up.*

Transportation:

For one person a beneficial aspect of the program was that it *provides transportation.*

What Could Be Improved

There were fewer comments about how the services could be improved. There were many who reported how helpful the services had been. *A great help!* A few of the comments were negative. *I don't like anything about the services and I think this place needs to be shut down.* Some of the salient comments included the following:

Individualized Treatment:

There was a reported need for *more one on one.* This was a repeated request *more time with one on one counseling.* For another *more one on one talking about personal problems.* One person wanted the therapy to be *on a personal and not a professional level.*

Staff Issues:

Receiving more treatment was also a request *More time with counselor.* If there were *more staff,* there could be more treatment. One person also wanted *smaller groups.* One respondent wished the staff *wouldn't yell so much in Level I.* The staff was asked to *listen more.* For a few, the staff were disrespectful *The family therapist disrespected my family and was not nice to us.* Another said that they *need a good therapist who will help and listen instead of one who is bitchy and tries to be smart.*

Location of Services:

Several respondents wanted *services closer to home.* Another person wanted a *larger facility.*

Psychiatric Co-Morbidity:

Some of the respondents wanted more help with their psychiatric problems. *More comprehensive psychiatric evaluation.* Another response was *quicker access to psychiatrists/psychologists would encourage me and make me feel like my mental issues were being considered seriously.* *I drink to escape. I don't know why after 20 years of drinking.*

General Health Programs:

One person saw a need for more *general health programs* that could help the individual who also had adverse health issues from drug/alcohol use. Another respondents noted that *detox was not monitored enough by a doctor - the agony was unnecessary.*

Reintegration into the Community:

One challenge facing many addicts is their re-integration into the community. One person requested more *help in securing re-introduction back in community.*

More Support Groups:

There was a request for more support groups *More AA and NA meetings since that's where real recovery is.* While not advocating a support group, one respondent noted differences between support groups and this therapy. *Be more like an AA or an NA when you relapse your mind should be focused on starting over and not worrying about getting in trouble.*

Cultural Diversity:

While the objective ratings were high on cultural sensitivity, one respondent noted a lack of knowledge about African American issues *I think it would help if the staff has more of an African American knowledge of addicts and the differences for them in their addiction and in society as a whole.* Another noted *There needs to be more Afro-American employees and more staff have a previous addiction and now in recovery so they can relate better.*

More Information:

Some of the clients wanted more information about *different topics.* For one, *Less free time I have enough of that t home afterwards.* *Would like more recent videos. Especially about chemicals used and damages they cause to your body.* Another person wished they would give a little bit more info on questions *I have.*

Classes/Teaching:

One person wanted to find someone more experienced in teaching *Barriers in Thinking and Spirituality classes.* *And someone who does not disclose her life story to us, but teaches us the tools we need in recovery.* Another noted *some classes are kinda boring but I have learned a lot here about me and my addiction.*

Food:

There were some comments about the food. For one person, the coffee was not appropriate. *Serve real coffee, need some caffeine around here.*

Fellow Participants:

While some people noted that the fellow participants were helpful, there were some negative comments about this: *My therapeutic home isn't very therapeutic.* *The family is always fighting and I hate that.*

Choice:

There were some comments about choice. *You could let us dress in our own clothes.*

Activities:

Some of the participants requested *more activities*. Some wanted *more videos*. For others it was *more outside activities*. There were negative comments about the types of activities. One person wished they would *not hike so many miles*.

Follow-Up:

While follow-up programs are available, there was a request for *more help at home*. Another stated *At this point I think treatment is very well managed and has excellent education to offer. I do feel that the community services need to be improved to help people the first month to get back on their feet*.